Name of broadband product: Broadband ADSL, Superfast Fibre, Superfast+ Fibre  Use and availability of services, content, application and protocols on this product  Are any services, content, applications or protocols always blocked on this product?**  N  If so what?  Vodafone have an acceptable use policy which is referred to in its T&Cs, however, it does not make a policy of limiting customer's service, and none of our Fixed Line Broadband products have any usage caps.  On Vodafone's standard Broadband ADSL product, some lines may have their throughput limited to 19Mbit/s. This will not discriminate on traffic type, busy time of the day or usage, but is a network limitation put in place to ensure quality of delivery to all customers, and is 2Mbit/s greater than the advertised product speed.  Are any services, content, applications or protocols always slowed down?  N  If so what?  List  Are any services, content, applications or protocols always prioritised?  Y  If so what?  Emergency Calls  Are any managed services delivered on this product?  N  If so what?  This would highlight prioritisation of specific content or service and explanation of impact on any other traffic  Data caps and downloads  What are the download/upload limits or data usage caps on this product?  None  Is traffic management used to manage compliance with data caps and download  N limits?  Under what circumstances?  Level of speed reduction?  Duration of speed reduction?  Duration of speed reduction?  Duration of speed reduction?  Section 2: Traffic management used during peak hours?  N  Weekdays:  Weekends:  What type of traffic is managed during these periods?***  Traffic type  Blocked  Slowed down  Prioritised	Section 1: Traffic management in relation to your broadband product								
Use and availability of services, content, application and protocols on this product	(not including during busy times and places to manage network congestion see Section 2)								
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71	What type of traff	ic is managed	during these perio	ds?***					
Peer to Peer (P2P)				Slowed down	Prioritised				
	Peer to Peer (P2F	P)							
Newsgroups									
Browsing/email		ID)							
VOIP (Voice over IP)		IP)							
Gaming Audio streaming	<u> </u>								
Video streaming									

Music downloads		
Video downloads		
Instant messaging		
Software updates		

<sup>\*</sup> This KFI gives an overview of typical traffic management practices undertaken on this product; it does not cover circumstances where exceptional external events may impact on network congestion levels.

<sup>\*\*</sup>This excludes any service, content, application or protocol that an ISP is required to block by UK law and child abuse images as informed by the list provided by the Internet Watch Foundation.

<sup>\*\*\*</sup>If no entry is shown against a particular traffic type, no traffic management is typically applied to it, though overall network management rules shall apply.